

Procedure

Owner: Engineering

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Revised:

SOFTWARE VERSION SUPPORT

This Procedure describes the two support models for software product version support on managed platforms at the Office of Technology Services (OTech). The models are described below.

A. Software Version Support Models

1. **Standard** - This model includes the current software product version and only those prior versions that have been approved by the OTech and include vendor support.

The OTech will maintain a documented schedule of current supported versions for each significant software product included in the [Service Catalog](#). This schedule will be based on projected vendor product release dates and the timeframe necessary for OTech's internal testing and deployment. Customers will be provided with as much advanced notice as possible to begin planning for necessary product upgrades.

2. **Extended** - This model includes software product versions unsupported by the OTech. Continued use of prior software versions beyond the end-of-support date requires the submission of an exemption request. Please refer to the section below for detailed request procedures. Approval for Extended Software Version Support Requests will not exceed one year.

B. Extended Software Version Support Request Procedure for Customers

This process will be used to document the agreement between a customer and the OTech to extend software usage for a specified time and cost. The costs, including an administration fee, will be passed through to the customer. The customer accepts that an extension may reduce the OTech's ability to ensure service levels are sustained if vendor support is not available. Approvals are valid up to one year.

1. Customers must complete the Extended Software Version Support Request Form, OTech 382 located in the Service Catalog.
2. Upload the completed form into a [Service Request](#). Contact your designated Customer Delivery Division Account Manager or Representative for assistance if needed.
3. Upon receipt of the Service Request, the OTech will evaluate the request based on impact to staff resources, cost, software and hardware maintenance, security, etc.
4. Should the request introduce security risks to either the OTech or customer system(s), a Security Policy/Procedure Exception Request Form, OCIO 358 may be required. Refer to 3302 - Security Update Management Standard for details. Additionally, security risks

will result in network isolation of the environment to prevent potential compromise to other OTech network resources or customers. Costs of isolation will be passed through to the customer.

5. Support costs will be determined and service levels will be established based on the information provided in the Extended Software Version Support Request Form, OTech 382. Costs will be allocated proportionally to customers that are utilizing unsupported software versions.
6. Before the OTech approves the exemption request, the customer and OTech will need to agree on cost and service level expectations for extended software version support. Once an exemption is approved, customers must develop a software version migration plan demonstrating how they will meet the Standard Software Version Support Model before the exemption expires.

Authority/Reference

Software Version Support Policy

3302 - Security Update Management Standard (Please obtain this Standard from your Customer Account Representative)

Extended Software Version Support Request Form, OTech 382

Security Policy/Procedure Exception Request Form, OCIO 358 (Please obtain this Form from your Customer Account Representative)

[Service Request](#)

[Service Catalog](#)